

7 July 1961

MEMORANDUM FOR: Assistant Director, Central Reference

SUBJECT: Intellofax Questionnaire

In both operations and planning we are aware of a need for more user response to Intellofax service than is generally available. Individuals occasionally contribute opinions or comments, but these are too infrequent to provide a base for decisions regarding the system. We felt that a short questionnaire would prompt most analysts to record their views about the new system design which has been in operation for more than six months. There will certainly be many who are not yet familiar with the added capacity for specific selection. This questionnaire will serve two purposes. It will make more analysts aware of the system changes. It will collect [redacted] a record of user response. The answers will assist us to determine what aspects of Intellofax are most successful, and what others are in need of a re-examination on our part.

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A draft of a covering memorandum and the questionnaire are attached. PSD has agreed to prepare [redacted] distributed to the various CIA offices. ADG/CR seems to be the appropriate collection point for the returns.

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Attachment:
As stated a

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CENTRAL INTELLIGENCE AGENCY


OFFICE OF CENTRAL REFERENCE

2 August 1961

MEMORANDUM FOR: DD/I Analysts

SUBJECT : Intellofax Reference Questionnaire


1. In order to develop and maintain reference services responsive to the needs of consumers, OCR pursues a continuing program of systems study and reappraisal. In November 1960, the Intellofax System was re-designed to provide in addition to all its previous features, document selection from certain specific categories together with the established subject codes. From the file which was started last November, requests for document reference searches can be serviced for these selective features (excluding BR & IR coverage):



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2. Your interest in the new features, and comments on their value are solicited as a means of determining the degree to which such specific detail is desired by the user community. Consumer response is needed to assess the effectiveness of more precise document selectivity and to justify the greater and more costly effort applied to indexing for specific subject control.

3. By indicating your opinion for each item on the attached list of questions, you will assist OCR in establishing and maintaining a service fitted to expressed consumer needs. Discussion of specific interests of individual analysts with members of the ADG/CR staff is encouraged.

 Please return your response to ADG/CR by 15 August 1961.

4. Signing the questionnaire is optional.



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Intellofax Reference Questionnaire

Office _____ Division _____ Branch _____

TO:

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- | | <u>YES</u> | <u>NO</u> |
|---|------------|-----------|
| 1. Had you been aware of the new features for specific information control? | _____ | _____ |
| 2. Does the level of indexing affect your decision whether or not to use Intellofax? | _____ | _____ |
| 3. Given the added capacity to recover documents by name or organization, location, or object, are you likely to make more frequent use of Intellofax? | _____ | _____ |
| 4. Do you recommend that these specific levels of subject control be continued? | _____ | _____ |
| 5. Rank these in order of importance (1-4) (a) Organizations _____
(b) Place Name _____, (c) Specific Commodity _____,
(d) Precise Subject _____. | | |
| 6. Would you recommend that application of specific subject control be extended to include every mention of those four categories? | _____ | _____ |
| 7. Do you find the title expansion or abstract on the Intellofax card adequate to assist you in the selection of pertinent documents? | _____ | _____ |
| 8. Would you use Intellofax service more often if you could request hard copy documents without the intermediate step of the Intellofax bibliographic tape? | _____ | _____ |
| 9. Do you consider the present response time of Intellofax adequate for your needs? | _____ | _____ |
| If no, which stage is too slow (a) IBM card search _____,
(b) Intellofax tape _____, (c) Document prints _____? | | |
| 10. Have you used the Intellofax System in the past year?
If your answer is no, please explain. | _____ | _____ |

Remarks: